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Change is constant. Over the course of OCIO’s history, faces and names have changed. Technology changes continuously. But OCIO’S mission of supporting the university by offering the most cost-efficient, effective and timely technology solutions remains the same.

At the highest level, the Office of the Chief Information Officer provides the following services to the university:

- **Enhance Capabilities:** University-level foundation services include but are not limited to email, data warehouse and networks. These services are continually growing and changing, and we introduce enhancements regularly to improve our service to the university community. We use our university’s considerable buying power to provide cost-efficient services and to improve purchasing productivity.

- **Introduce Innovations:** We provide IT innovations for the benefit of faculty, staff and students by tracking and integrating key emerging technologies like mobile, cloud and “big data” into our university framework, consistent with the critical aspirations of our university. We provide a support structure that will expand and enhance the educational experience across our traditional, virtual and global campuses. Creation of a vision for future learning environments, both physical and online.

- **Provide Expert Counsel:** Collaboration is energized by supporting IT capabilities like data security, global identity management (enabling cross institution collaboration), secure storage and other cloud offerings. Architectural standards for foundational components are developed by the IT community to improve purchasing productivity while being careful not to inhibit flexibility in matters of innovation.

- **Simplify Processes:** Centralized technology services afford colleges and departments the option of “flipping” their focus and resources to IT investments more closely related to teaching, research, outreach and actions related to national rankings. Implementing best practice, simplified processes improves the customer experience and makes it easier to do business with the university.

In the following pages, we’ll share the work we’ve done to advance the mission and vision of technology at Ohio State during the last year. We are proud of the work we have done with your input and support. We look forward to all we will accomplish together in the coming year.
As technology changes, OCIO has the challenge of identifying necessary technology investments and balancing our desire for cutting edge solutions with the need to be cost effective. In FY14 we invested in the university’s technological future by migrating the entire university to a single email platform, enhancing cell service, introducing a new guest wireless network, improving Ohio State’s mobile app and creating a collaborative code repository. While new services have a higher excitement factor, enhancing these existing tools is critical to ensuring we are able to meet the increasing demands caused not only by growing number of students at Ohio State but also by the increase in devices being brought to campus.

The university charged OCIO with the task of bringing our entire community on to one email platform nearly two years ago. The benefits were clear—one platform meant a cheaper, more secure email service and improved collaboration across departments for features such as address books and Outlook calendars. There were more than 150 email systems when we started, each with unique features that demanded a customized migration process. We’re proud to report that we completed this work in spring 2014, and the entire university community is now on a single, secure platform.

In 2013 we began a project to boost cellular service on campus. While we were seeing overload issues mostly during football games, the daily demands were increasing as well. We were quickly heading toward a future where game day problems would become everyday problems. In addition, when our football fans overloaded the local network, there was a negative impact on the surrounding community, an issue we needed to solve promptly. Many professional sports complexes have neutral host wireless networks – built by one company but able to accommodate all cellular carriers. By football season, we were able to have a neutral host system in place, and in subsequent months we improved service across campus as well.
Most of the services OCIO offers are built and maintained by local staff members. Our guest network was an exception, a service that we provided partially through an outside vendor. Given the growing need for the service, we were approaching a tipping point that would make it much less expensive to provide the service in-house, which we did when we launched a new unencrypted wireless network in the spring. With the introduction of “WiFi@OSU,” we consolidated and retired not only “osuguest,” but also “attwifi,” an unsecured network that had been used by many customers in the university community. We continue to support “osuwireless,” a secure network that faculty, staff and students across the university use as their primary connection to safely access protected information.

Specialized systems and unique needs have led departments across the university to engage software coders to meet their changing requirements. These IT professionals build or modify software when the market does not offer a solution that is the right fit. Recognizing that this work included common and overlapping projects led to the creation of the University Code Repository. This tool allows coders to share information, tools and knowledge, increasing efficiency throughout Ohio State.

OCIO often works on behind-the-scenes projects that make it considerably easier for students and prospective students to do business with Ohio State. For example, this year we worked with the Graduate School to introduce a new electronic forms process that allows users to submit and track the progress of requests online, reducing errors and a considerable amount of leg work. Another example is our cutting edge mobile application. This year we added a new Course Catalog and Master Schedule, Carmen grades integrated with student class schedules, parking garage capacity data and a link to Student Evaluations of Instruction (SEIs). In addition, the app continues to offer information about bus schedules, a campus map, ringtone downloads and much more!
1. ENHANCE CAPABILITIES

Boosting Cell Service

In fall 2013, OCIO completed a project that will address cell phone service problems across Ohio State’s Columbus campus for years in the future. Recognizing that the ever-increasing demand for cellular capacity would mean that the troublesome reception experienced during football games could become an everyday occurrence, we began searching for a solution in 2012. We upgraded to a Neutral Host Wireless Distribution System (WDS) in two phases, the first of which was completed last fall just before football season began.

After an open bid process, Verizon was awarded the project and built the network at no cost to the university. Verizon is responsible for ongoing operational support and periodic technology updates. The improved cell coverage will enhance mobility for teaching and learning initiatives, campus safety and business needs.

As students bring more devices with them every year, this boost in our cellular network will bring lasting benefits. The initial phase focused on safety and high traffic areas, equipping business units such as Wexner Medical Center, the Police Command Center, Thompson Library and the Ohio Union, among others. Phase II covered residence halls, 95% of outdoor campus areas and the Schottenstein Center.

"So far this year the cell phone service for me as a Verizon customer has been leaps and bounds better than in previous seasons. With the improved cell phone service in the stadium, I’ve been able to send messages on the first try."

– Josh Foltz
Senior Mechanical Engineering major

Graduate School Forms Replacement

The OCIO Enterprise Applications team completed a yearlong project in April 2014, working towards a lofty goal. They set out to simplify the paper-heavy graduate forms process by developing an innovative technological solution. The Graduate School Forms Replacement Project debuted to thousands of students, faculty and staff in August 2014.

This new electronic forms process allows users to submit and track the progress of requests online, reducing a considerable amount of leg work. There are also fewer errors on forms since the system pulls in information based on Ohio State usernames. The website created for this project (gradforms.osu.edu) is expected to accommodate 9,500 forms each year going forward.

“Staff members who participated in the pilot are enthusiastic about this change,” said Pat Osmer, Vice Provost of Graduate Studies and Dean of the Graduate School. “This new process helps graduate students, faculty and staff alike carry out their responsibilities.”

The Graduate School Forms Replacement Project shows a commitment to the OCIO values of collaboration and simplicity, and the use of strong leadership, technical expertise and excellent service delivery drove this project’s success for the OCIO and the university.
1. ENHANCE CAPABILITIES

Email Migration

This year we completed our migration to a single university email service, a huge undertaking that began with a system of more than 150 platforms. Now faculty and staff can collaborate more easily across colleges, departments and business units, because they share the same email platform, user experience and support model.

The Office of the Chief Information Officer (OCIO) initially partnered with the Office of Student Life to develop this university-wide system for simpler and improved communications—the obvious benefits to having all of us connected. Completing the project has given us the opportunity to collaborate with IT professionals university-wide.

“This was truly a special project for many reasons, not the least of which is the camaraderie that we built between the ASC Tech and OCIO support organizations,” said Ron Filippelli, Director, Arts and Sciences Technology Services. “I truly believe we have created a strong platform to move forward together in the future, which will only enhance the IT experience for faculty, staff and students.”

Each migration has similarities, but collaboration is the key to overcoming unique challenges posed by various groups since each has a different platform, different functionality and different needs. The transition team spent most of its time working with users to ensure their needs were considered and the transition was a smooth one for the faculty and staff.

Now that the university has been migrated on to one platform, we will explore ideas with Wexner Medical Center to determine if it is more advantageous for them to migrate as well, or remain on a separate platform.

Ohio State’s email system processes more than 1.2 million messages daily.

90.11% of all email from the Internet to @osu.edu address that comes into our server is blocked as spam.

Studies show that about 29% of security breaches involve emails that contain malicious links.
1. ENHANCE CAPABILITIES

The Ohio State App (formerly OSU Mobile)

At the start of autumn semester 2013, use of The Ohio State App peaked at 2,640 concurrent users—tripling the prior peak of about 800 in spring semester. The proliferation of mobile devices, many of which are personally owned, has happened quickly. It’s challenged IT teams like ours at universities across the country to come up with solutions—great solutions that students will love—in a short timeframe.

We started nearly four years ago, and there was great excitement around the idea of launching a mobile application—many organizations were going mobile and it seemed only logical that Ohio State would too. Three years later, The Ohio State App is even more successful than we dared hope it would be.

“I mostly use the mobile app for the bus tracker, the map, the schedule and the grades,” said Hannah Hetterscheidt, a sophomore majoring in Early Childhood Education. “Even as a second-year student, it helps me stay organized and plan out my week as well as helping me find my way around campus, whether I am walking or taking a bus.”

We continue to make upgrades. This year updates included a new Course Catalog and Master Schedule, Carmen grades integrated with student class schedules, parking garage capacity data and a link to Student Evaluations of instruction (SEIs). In addition, the app continues to offer information about bus schedules, a campus map, ringtone downloads and much more!

Additional projects are in the planning and testing phases, as we continue to make changes with the end-user in mind. In progress features include basic balance and activity information from your statement of account, notifications from and access to Advising Connect, push and in-app notifications that will include notifications for enrollment windows and semester grades.

OCIO nearly doubled back-end hardware to accommodate growth, with anticipated growth of 50% to support Carmen grades and other new functions.
1. ENHANCE CAPABILITIES

WiFi@OSU

Hundreds of guests visit Ohio State daily, and all of them want to stay connected while they are here. Last spring, the Office of the Chief Information Officer launched a new wireless network for guests, "WiFi@OSU." This network is for visitors to the university, such as family members, friends or prospective students, through Wi-Fi hotspots across campus.

"WiFi@OSU" is offered as a convenience to guests on our campus. The service is open (no log in credentials are required) and free to use. To allow visitors to access the network, it must be unencrypted, meaning that there is no security provided by the network and any information shared on it is not guaranteed to be safe.

Students, faculty and staff continue to use "osuwireless," our secure network that gives them safe access to protected information. They can use the "WiFi@OSU" network initially, as a means to configure their computers and mobile devices to use the encrypted "osuwireless" network. This is helpful not only when a user is connecting for the first time, but also if he or she is unable to access our secure network after a password change. The OSU wireless network has continued to expand across campus, currently offering connectivity with over 8,800 access points in nearly all buildings across the Columbus and regional campuses. Over 43,000 devices have simultaneously used the wireless network, and systems are handling nearly five million authentications a day!

With the introduction of "WiFi@OSU," we consolidated and retired not only "osuguest," but also "attwifi," an unsecured network that had been used by many customers in the university community. Streamlining our wireless service provides Ohio State with better service and efficiency and gives our guests a better campus experience.
OCIO’s core purpose is to introduce IT innovations, and we have delivered on that goal in FY14 by offering several new services. In addition to the valuable suite of services we already provide, this year we added services to allow the university community to join a common-platform instant messaging service, cloud collaboration tools, improved graduate school forms and an international secure network. In addition to these new services, OCIO continues to support core university communications and collaboration services (such as telephone, email and calendar) as well as more technical IT capabilities (such as data center, co-location, network and help desk).

In autumn 2012, we offered BuckeyeBox to faculty and staff. By the next year our vendor Box.com was able to offer accessibility options for our disabled students, and we launched the tool to students in fall 2013. We offer the service free of charge to faculty, staff and students, who enjoy a much larger storage space than what is offered by comparable free versions. The tool is ideal for classmates, project teams and researchers who wish to share documents and collaborate across the university.

Some departments across the university have purchased instant messaging software or use one of the many free services offered on the Internet. This puts every department on a different platform. In response to this issue, OCIO successfully piloted Lync IM and Presence within OCIO, and then began offering it to the entire university in May. The service is free, and departments can “opt in” if they wish to use it. Bringing departments together on a common platform improves communication and increases security since the messages exchanged never have to leave our internal servers.

Our newest innovation will give travelers from Ohio State and visitors to the university access to an international, secure network, based on authentication by their home institution. The eduroam service is already popular in Europe and spreading quickly across the United States. We have kicked off our participation with a connection at BuckeyeBar, where traveling faculty and students can configure devices and check their connection. We are excited to have an opportunity to get more involved in the network later in fiscal year 2015.
2. INTRODUCE INNOVATIONS

BuckeyeBox

BuckeyeBox is a cloud-based collaboration tool that enables the Ohio State community to securely share, access and collaborate on important content anywhere, anytime, from any device. OCIO brought the tool to Ohio State with a two-phase launch—to faculty and staff in fall 2012 and to students in fall 2013.

We reached more than 14,000 faculty and staff members with the first launch. Once Box.com was able to offer a version that our disabled students can use, we launched the service to students, boosting the number of accounts to more than 28,000 by the end FY14. User feedback has been tremendous.

“We had experience in my lab, from collaborations with other institutions that had used alternative cloud-based technologies, but the level of functionally was not really on par with what we see in BuckeyeBox,” said Phillip Payne, Chair, Department of Biomedical Informatics. “Version control, as well as the task management functionality, the ability to have dialogues or comments that accompany the documents; all of these were features that we didn’t have in those other cloud-based solutions.”

BuckeyeBox allows users to view and access content on demand from anywhere, as long as they have web access. The user can choose to share a whole folder or just a file by providing collaborators with a web link. Collaborators can comment on files, save new versions and assign tasks to other teammates. The user who originally authored the file can receive real-time updates to keep track of when someone’s viewed, edited or commented on their file.

Cloud collaboration is still relatively new and continues to evolve. Our Box.com vendor continues to make improvements to the tool, and we will continue to enhance the service to adapt to changing user needs.

Eduroam

At Ohio State, and generally within the U.S., Wi-Fi access for guest users is commonplace. In other countries, open guest Wi-Fi networks are often not permitted. To try to solve this problem on university campuses, over 100 participating institutions soon will be using eduroam, an education-based wireless roaming service that will include Ohio State.

Development of eduroam began in Europe in 2003 for the benefit of international research and education communities. Researchers, teachers, students and staff can come together on eduroam anywhere in the world where the wireless network is available. According to the Trans-European Research and Education Networking Association, eduroam is based on the principle that the user’s authentication is managed by the user’s home institution. The authorization decision allowing access to the eduroam network is controlled by the visited network.

“Using this service will give OSU students, faculty, and staff the ability to travel and connect to the eduroam wireless network wherever it is available, whether in New York, USA or Munich, Germany.”

– Ryan Holland
OCIO Senior Network Engineer

OSU is rolling out the service slowly, and is already up and running as an Identity Provider
Students, faculty and staff can use their name.#@osu.edu login to connect wherever eduroam is available, and the institution they are visiting will decide what access they are granted. Ohio State users can now use the Service Set Identifier (SSID) signal that is broadcast at the BuckeyeBar to get set up on the service and test their connection.

Our first step is to make the eduroam wireless network available in strategic locations to ensure users can test their connection prior to departing for their travel destination. Visitors to our campus will not need to use eduroam, because we unlike many universities abroad we provide a public network for their use, “WiFi@OSU.” The use of eduroam is not a replacement for the “WiFi@OSU” network used by Columbus campus visitors, nor does it replace the existing secure “osuwireless” network that is used by current students, faculty and staff.

**Lync IM and Presence**

Instant messaging is a popular Internet tool that many university departments have begun using on an ad-hoc basis. In May, OCIO launched Microsoft Lync Instant Messaging (IM) and Presence university-wide to meet this need. Offered at no cost, Lync is a valuable communication tool that allows users to send quick messages to co-workers, regardless of their location.

“University Advancement has team members all across campus,” said Kevin McCann, Associate Director, Support & Training, University Advancement. “With Lync we are now able to see if someone is available and communicate in real time without having to wait for an email response.”

IM and Presence through Lync make asking questions, relaying time-critical information and sending files a breeze. Users are able to view the availability of their contacts before sending messages to them. Multiple contacts can be brought into a group IM, allowing teams to have real-time conversations without having to physically meet. Additionally, users have the ability to share their entire desktop or a single program within an IM conversation.

All customers of University Email Service are eligible to use Lync. Each department or unit decides if they want to utilize the service. It’s easy to install, since OCIO has made the Lync client available for download from its Site Licensed Software (SLS) page.
2. INTRODUCE INNOVATIONS

The service is one way that OCIO is delivering on its strategy to provide IT innovations for the benefit of faculty, staff and students by integrating key technologies into our framework.

University Code Repository

At Ohio State, developers write code every day for needs that remain unmet by the marketplace, and collaborating on these projects could definitely save them time. The needs of one college are often common to other areas of Ohio State and possibly other universities. Collecting and sharing code not only could save the university money, but also has the potential to create a future revenue stream while helping other universities solve similar problems.

In mid-2013 the Technology Commercialization Office brought together developers from OCIO, the College of Arts and Sciences Technology Services and University Communications to create a collaboration hub for the code written across the university. The team saved Ohio State tens of thousands of dollars by creating a University Code Repository (UCR) themselves rather than purchasing one. The resulting Ohio State-centric platform shares code with other developers while also protecting code that is proprietary, especially code with revenue generating possibilities and market potential.

“

The University Code Repository is a huge asset for developers across the university. Being able to collaborate with developers from other teams and departments not only brings new perspectives and saves time, but also exemplifies the value of collaborating as One University.

– Luke Gaddie
OCIO Web Application Developer

UCR LAUNCHED IN NOVEMBER

208 users
590 projects
by the end of the fiscal year
OCIO’s strategy for providing expert counsel focuses on two indisputable facts: we have many customers around the university who want similar services and the only way to serve these customers well is to involve them in the process right from the beginning. The expertise is simple logic: it’s not cost-effective for every department or organization in the university to be a technology expert. A number of FY14 project illustrate that combining a customer’s deep knowledge of their requirements with OCIO’s technical expertise is a winning recipe.

Security is a great example of this. To ensure information has the best possible protection, we launched a new Information Security Risk Management Framework last fall. It began with a risk survey that had a whopping 99% participation rate. This initial effort toward defining areas of vulnerabilities on a regular basis will guide our efforts to improve information security in the coming years.

Our ID Synchronization project is another security project, designed to eliminate the need to remember multiple passwords by replacing native logins with the university’s name-dot-number sign-on protocol through my.osu.edu. Besides simplifying the login process for students and employees, the ID Sync project also gives Information Security a single point of control over compromised accounts.
In addition to the many projects that OCIO originates each year, we are also available to help other university organizations with their own technology initiatives. This year we worked with Ohio State researchers to identify an Electronic Lab Notebook solution that would meet needs across the university. After a successful pilot, researchers now have the information they need to choose a viable solution.

In the coming year, OCIO will be working on a project to consolidate the university’s numerous, increasing antiquated document management solutions. A cross-departmental steering committee began meeting this spring and has laid the groundwork for a successful project by defining requirements, seeking buy-in and setting expectations.

As expert counsel, our overarching goal is to continue to work toward streamlined solutions, increased collaboration between units, improved information security and reduced the cost to the university.

**BLUE CHIP GOALS (FY14):**

Provide Expert Counsel (cont.)

- Synchronize passwords and other attributes, allowing my.osu.edu to manage college’s lastname.# account and password

PROGRESS: Completed (~42,000 accounts) in Fisher College of Business, Arts & Sciences, BFAP, Medical Center and Student Life. Next steps will involve synchronizing accounts in Advancement, ESUE, EHE, OAA, Engineering, Athletics, Research, Law, Newark, Vet Med, Graduate School and CFAES.
Enterprise Document Management System

Ohio State currently has numerous document management solutions, all of which are becoming increasingly outdated. This is a problem, considering that more than 11 million documents are managed between Document Control Management (DCM), a service used by OCIO and the Office of Legal Affairs; and DocFinity, which is used by Admissions, Business and Finance, Enrollment Services and UniPrint. With the numerous homegrown document management systems that also exist in many Ohio State colleges and departments, that number is probably even higher.

To solve this problem before it becomes a crisis, OCIO is spearheading a project to identify a new Enterprise Document Management (EDM) solution that can streamline document management across the university. It’s a natural fit, since we are also one of the largest users of the current system. The steering committee began meeting this spring and has laid the groundwork for a successful project by defining requirements, seeking buy-in and setting expectations. To date, the EDM steering committee has: (1) created a 30+ member campus-wide project team to review current state and identify future state goals, (2) compiled requirements and a budget request for Senate Fiscal Committee, Provost and CFO review and (3) reviewed vendor bids and demonstrations while collecting additional feedback.

“The success of the Legal Affairs contract portal and BuckeyeBox emphasize that the move to a paperless office, online file sharing and collaboration are highly valued by university constituents,” said OCIO Project Manager, Stephen Lind. “A more robust EDM offering will finally bring a solution to Ohio State desktops that is easier to scale, yet still secure.”

Building a centralized, scalable and secure Enterprise Document Management (EDM) solution will streamline document management, increase collaboration between units, improve information security and reduce the university’s cost of ownership. It will provide a wide breadth of Ohio State customer areas with these benefits immediately upon implementation.

The steering committee is requesting $1.8 million in general funds to cover the initial implementation cost of standing up the system. After implementation, the new EDM service will be self-sustaining by its users through a charge-back model. We expect the EDM project to be chartered, with an approved business case and project team, by the end of the first quarter of FY15.

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<tr>
<th>EFFICIENCY</th>
<th>COMPLIANCE</th>
<th>COST SAVINGS</th>
<th>SINGLE AUTHORITATIVE DATA SOURCE</th>
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<tbody>
<tr>
<td>Enable compliance with university retention guidelines</td>
<td>Enhance auditability of stored documents</td>
<td>Reduce risk and minimize costs of maintaining compliance with local, state and federal regulations</td>
<td>Multiple points of access to the same document will eliminate the potential document versions to be out of sync or lost</td>
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<td><strong>One stakeholder unit estimates they have over 2,500 square feet of document storage space that could be reclaimed as office space</strong></td>
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<td><strong>Simplified records search and retrieval</strong></td>
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Electronic Lab Notebooks

Electronic Laboratory Notebooks aren’t new, but only recently have they become both practical and affordable. These products allow researchers to collect and share information in the field, communicate with colleagues quickly and easily, and import documents so all their research data is on one platform. Last winter, John Heimaster, Director of Scientific Computing for the Department of Physics, and Rob McKenney, PhD, FAAMA, Assistant Vice President in the Office of Research came to the Office of the Chief Information Officer to discuss their departments’ desire to explore how they could use Electronic Laboratory Notebooks.

“We had the needs and the ideas, but bringing in OCIO gave the project legitimacy,” said McKenney. “All of us have participated in meetings that consume time but lead nowhere. No one wants that. OCIO brought the right people to the table and we actually were able to start using some of these tools.”

In a process that has taken more than a year, the group issued a request for proposals, and then worked to evaluate 11 products based on capabilities, features and cost. Additionally, products were evaluated to ensure they would be a good fit for Ohio State in terms of security and accessibility for handicapped users. Five vendors came to campus with presentations, and the field was narrowed to two, both of whom were willing to partner with Ohio State on associated costs.

Users tested two different products one at a time, and are meeting to decide how they want to move forward.

Information Security Risk Management Framework

Clearly, IT units across the university understand the importance of safeguarding the information entrusted to them. Last November, when OCIO invited 161 Ohio State colleges and units to complete the Information Risk Survey, an amazing 99% (159 units) participated.

The Information Risk Survey assessed 30 different risk areas. With the exceptional participation level, OCIO and Ohio State have gained greater insight into how the university is managing its information risks and what risk areas need the most attention.

The results from the survey were compiled in January and are available to individual colleges and units to prioritize and manage their own information risks. Enterprise Security can assess the aggregate data to identify security risks and provide appropriate training, software tools, and job aides.

After the results of the survey were reviewed, the framework team asked units to submit their risk management strategies. The strategies will lay out a high-level plan addressing security risks identified in the survey and will be charted to show each unit’s progress over the next three years. The security team is looking forward to working with each unit to ensure we meet their unique data security needs.
3. PROVIDE EXPERT COUNSEL

ID Synchronization

Imagine receiving an email from OCIO, encouraging you to change your university password. Then, a week later, your college or department sends you a similar reminder, and now you have to remember two all-new passwords. Every time you log in to a university system, you pause, trying to remember which username and which password to use, and then you inevitably chose the wrong one.

Before ID Sync, this was just a way of life for many Ohio State students, faculty and staff. Identity Synchronization aims to end this cycle by integrating a base set of user attributes (including passwords) and allowing users to manage a single account from my.osu.edu.

Besides simplifying Ohio State life for students and employees, the ID Sync project also gives Information Security a single point of control over compromised accounts. In addition, the guest process is much simpler for visiting Buckeyes.

The following colleges and departments participated in ID Sync 2014 (July 2013 – May 2014):

- Wexner Medical Center (24,000 users)
- Fisher College of Business (9,000 users)
- Arts and Sciences (2,500 users)
- Business and Finance, Administration and Planning (2,000 users)

“The ID Sync project was a huge success for Fisher. It allowed for a single username and password for our constituents to use on all systems, Fisher or university-sponsored,” said Brian Wilson, Director of Support Services and Information Security at the Fisher College of Business. “As an added bonus, Fisher’s implementation of ID Sync made us compliant with university password standards and helped us avoid the expenses and complexity of implementing our own internal password change mechanism.”

This collaborative project has been simplifying processes at Fisher and across the university, improving the experience for students, faculty and staff alike. Going forward, the OCIO will be planning and executing ID Sync programs for the remaining colleges and departments.
4. SIMPLIFY PROCESSES

Simplifying processes may mean pooling resources, improving services and/or collaborating to transform current processes to best practices. Like so much of the work we do, we cannot establish best practices without the expertise and collaborative assistance of our clients across the university. Technology touches everyone, and OCIO strives to make the experience smooth and worry-free.

Simplified processes for all students, faculty and staff means meeting The Ohio State University’s commitment both to disabled students and to diversity and a campus culture of inclusion that is necessary for a rich learning environment. ADA accessibility was one area of focus this year. Since technology is an increasingly large part of meeting that commitment, we have a specialist on our team to ensure that all content interfaces meet or exceed the requirements set forth by the Americans with Disabilities Act (ADA).

Service hours are a completely different accessibility—giving users access to service desk help when they need it. Since that expectation becomes increasingly difficult for colleges and business units to meet alone, service desk partnerships were another focus this year. To simplify this area of support OCIO, Business and Finance, the Office of Human Resources, and Administration and Planning set out to create a single, shared IT service desk and desktop support services. The integration gave each of these organizations access to after-hours on-call support and a broader base of knowledge.

In addition, we streamlined OCIO’s data center, which includes data both from our organization and that of other departments and colleges. The center has grown over the years and was in need of more space. Partnering with the State of Ohio Computer Center (SOCC) not only increases space and security of our data, but also allows us to move to a solution almost immediately. As we move forward with this partnership, we will be able to assure our university customers that their data is secure and well-protected and that our data center solutions can be scaled more quickly in response to their current and future needs.

Perhaps the largest collaboration of the year, and one that made great strides in simplifying processes, was the HR/SIS Upgrade. After years of costly customizations, together with
university clients we decided it was time to reevaluate our processes to better utilize the software tools we are purchasing. Using the tool in more of a standard form allows us to implement it more fully and to more easily make updates in the coming years as our needs evolve.

OCIO’s focus on processes often leads us to look outside of our own organization. Phone service, including the evolving cell phone arena, has long been a standard OCIO offering. Cell phone offerings change rapidly, and this year we evaluated how we can best meet our customers’ needs. After some investigation, we were convinced we could provide customers with the same quality service, or perhaps even better, by contracting with iSYS, a group of experts who specialize in monitoring the changing cellular market, making equipment recommendations, tracking equipment and overseeing service contracts. OCIO’s engagement of iSYS did not require customers to take any action or to request cellular service or support differently, but did provide more tools and a higher level of expertise in the field.

Another partner is Wright State, who we looked to when we made plans to ensure that Ohio State’s data is not only secure, but also backed up simplifies the prospect of rebooting our operations after a natural disaster. This year OCIO moved data and backup systems from Baker Systems Engineering and the Telecommunications Network Center (TNC) buildings to a new, off-site location at Wright State University in Dayton to ensure our data is out of harm’s way.

Lastly, we focused on our relationships with regional campuses. These partnerships are as individualized as the campuses themselves. We recently changed our relationship with Ohio State Mansfield, to streamline their operations, improve security and simplify processes. With the new arrangement, OCIO can continue to make improvements to Mansfield IT in an ongoing way as we update our own systems.

These projects were huge undertakings and we are very proud that so many diverse teams came together to deliver them successfully. The long-term results will be well worth the effort!
ADA — OCIO Accessibility Plan

The Office of the Chief Information Officer made great strides in FY14 to make more offerings accessible in accordance with the Americans with Disabilities Act (ADA).

In addition to introducing a new Accessibility Analyst position, OCIO finalized the OCIO Accessibility Plan, initiated an OCIO Accessibility Taskforce, created a process to evaluate existing OCIO software based on risk factors and conducted an accessibility evaluation on two of our major systems. We also worked with OSU Purchasing to add accessibility language to all OCIO Requests for Proposals (RFPs) and worked with Contract Management to make it a standard practice to include appropriate accessibility language on all OCIO software contracts.

The goal of the OCIO Accessibility Plan is to ensure that the Ohio State delivers systems and content that are accessible to students, faculty and staff with disabilities. The primary focus for FY14 was OCIO. Our sister organization, The Office of Distance Education and eLearning (ODEE) will be targeted for FY15.

At Ohio State, accessibility efforts go beyond ensuring compliance with the ADA. All users of systems managed by the OCIO will benefit from the enhancements to accessibility. For example, the new graduate forms are available for all graduate students, and because they were made accessible, those with disabilities will be able to use them without assistance during their time at Ohio State. From a broader perspective, accessible software and content benefits the entire university by promoting diversity and a culture of inclusion.

Combined IT Service Desk

Last October, OCIO, Business and Finance, the Office of Human Resources and Administration and Planning set out to create a single, shared IT service desk and desktop support services.

Reporting up through the OCIO, the integration gave each of these organizations access to after hours on-call staff with support available 24 hours a day, 7 days a week. The move also meant one point of contact, and that support during business hours that was extended for customers in Business and Finance, the Office of Human Resources, and Administration and Planning.

Since the OCIO IT Service Desk supports the entire university for IT-related questions, it was a natural choice to take on new team members. The department is designed to support a high volume of requests from customers with unique needs. Merging these teams consolidated a broader base of knowledge within the OCIO Service Desk.

With the completion of the university email migration this year, the OCIO Service Desk began supporting all email questions and issues. With future enterprise-wide IT services/systems also slated to be supported through the OCIO IT Service Desk, it made sense to combine other support needs and share tools for tracking incidents and requests.

The transition took place in November and December. By managing vacancies, we were able to combine the teams without losing any of our talented staff members.

In FY14, the service desk consistently earned high marks in customer satisfaction surveys.
4. SIMPLIFY PROCESSES

Data Center Relocation

Like most things at Ohio State, we started our data center with sufficient resources but are steadily outgrowing them. As programs across campus become more successful, we have more and more data and vital services, requiring more power and space than we had available—both virtual and physical.

After months of study, we determined the best solution was right in our backyard, at the State of Ohio Computer Center (SOCC). Ohio State partners with the state government regularly and there are benefits on both sides. In this case, the SOCC has the right environment and the space and resources to meet our business needs now. It has great potential to grow into a long term partnership if we determine that is the best course. We expect to be moved in before the end of FY15.

In the meantime we’re getting things organized. If you walk into Thompson Library looking for a book, you can type in the title, author’s name or a keyword, and their system will tell you exactly where it is located. Our data center isn’t organized with that level of precision today, but it soon will be. Our Configuration Management Data Base (CMDB) project kicked off in January and is on track to be completed this fall. In addition to ensuring we know exactly what data we are storing and where it is stored, this project is also an opportunity to review the infrastructure and application assets within our data center to confirm we are using the resources we have to their fullest potential.

Our goal is to give our university customers confidence their data is secure and well-protected and that our data center solutions will scale in response to their current and future needs.

HR/SIS Upgrade

Over July 4th weekend, a brand new version of our HR, Payroll and Student PeopleSoft applications became available to college and department users in OHR, Payroll, Enrollment Services and the Wexner Medical Center.

“PeopleSoft is the core of many of our HR and Student processes from registration and financial aid to payroll and employee self-service,” says David Kieffer, Senior Director, Enterprise Applications. “Upgrading is necessary to keep our data safe and it offers functionality and process benefits to many areas.”

The core aim was to go from customizing a software package to align with our processes, to aligning and streamlining our processes to suit a newer version of the software. Extensive customization to the software has previously meant cumbersome maintenance and an inability to take advantage of much of the functionality we already own. Conversely, taking a more out-of-the-box version of the software will allow us to use new tools now and position us to take advantage of upgraded features in the future.

The benefits don’t end there. In addition to allowing us to use some impressive new features, completing this project has:

- given us an opportunity to improve some of our business processes for more efficient daily operations
- offered simplified system maintenance and allow more seamless integration with other PeopleSoft modules
- decreased the risk of unscheduled outages associated with aging hardware
- increased database server processing capacity and reduce annual server costs

This is a huge undertaking, and we are very proud of how these diverse teams came together to deliver the project successfully. The long-term results will be well worth the effort!
4. SIMPLIFY PROCESSES

iSys Cell Phone Management

Every year, cell phone companies provide fresh product lines, new features and updated service plans. If you had to keep up with all the changes, it would take countless hours—but thankfully, most of us only turn our attention to cell phone shopping once every few years, making the task more manageable. OCIO’s procurement service provides cell phones to thousands of people, so we worked hard to keep up with every upgrade and nuance.

Increasingly, we found that keeping up with what’s new in this rapidly changing field is far from cost effective. After some investigation, we were convinced we could provide customers with the same quality service, or perhaps even better, by contracting with experts who specialize in monitoring the changing market, making equipment recommendations, tracking equipment and overseeing service contracts.

Beginning in October 2013, the OCIO engaged the services of iSYS, a cellular management company capable of supporting many aspects of the cellular service OCIO offers to the entire university. We piloted the service within OCIO first, and were very pleased with the detailed catalog of available cellular phones by vendor and the quick availability of cellular price quotes delivered by email. Cellular phones can be delivered directly to customers, while equipment and services continue to be billed through OCIO for billing to the university general ledger.

End user support can still be provided through the OCIO IT Service Desk, and is available even outside of service desk hours. OCIO’s engagement of iSYS did not require customers to take any action or to request cellular service or support differently, while providing more tools and a higher level of expertise in the field.

Off-site Backup at Wright State

OCIO has always been meticulous about backing up Ohio State’s data, but this year we decided that we couldn’t continue to back up data safely without establishing an off-site location for storage. OCIO procured data center services from Wright State University in Dayton and relocated its backup solutions from the Columbus campus.

OCIO backs up just under 1,000 servers daily and over 100TB of data. Prior to the move to Wright State, all copies of critical data were stored within one mile of each other. In the event of a natural disaster such as a tornado or a flood, all of this data could have been destroyed.

Backup was moved from Baker Systems Engineering and the Telecommunications Network Center (TNC) to Wright State and encrypted in late December 2013. During the transfer, OCIO carefully safeguarded Ohio State’s data with help from OSU Police and from an outside vendor that specializes in such moves.

The entire university benefited from the decreased risk. The data stored includes information from PeopleSoft HR, SIS, Finance and other systems and services that are managed and supported by the OCIO, so this was a key step in removing vulnerabilities from the university.
Unifying Mansfield and OCIO IT Service

In early 2013, an Information Security audit of IT processes at The Ohio State University at Mansfield revealed the need to align with central IT to achieve cost savings and to more securely serve the approximately 2,000 students, faculty and staff at the regional campus. Last summer, OCIO began to provide the Mansfield campus with IT support.

The first series of changes included selecting two network specialists, using LANDesk to deploy software updates and patches to workstations, and using Splunk for log data management. In November and December 2013, Mansfield information security policies were updated, which included the adoption of the OCIO patching schedule, revision of backup processes and enhancements to Virtual Private Network remote access.

This spring, management of the Mansfield campus network fully transitioned to OCIO networking, including the addition of Active Directory changes. OCIO has continued making improvements to Mansfield IT by decommissioning outdated servers and moving mansfield.osu.edu to Ohio State web hosting.

“It has been rewarding to be able to approach the Mansfield integration and provide immediate service improvements for students, faculty and staff. We’ve incorporated Mansfield into the four-year refresh program for computers and in the most recent cycle we replaced 136 staff and lab/classroom computers. It feels good to see the “One University” approach to service working first-hand.”

– Marty Winders
  IT Service Desk Manager